

SCHEDULE NO. 9-5

INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS RECORDS

General Description: Records relating to computer, information technology and communications systems operations of the municipality.

The minimum retention periods specified in this schedule apply to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.). Duplicate Copies: Provided that no retention period is specified for duplicate copies, retain those that are created for administrative purposes for 1 year, and retain those created for convenience or reference purposes until no longer needed or for 1 year, whichever is first. Duplicate copies should not be retained longer than the record copy.

9-5.10 COMMUNICATIONS SYSTEMS RECORDS <Added 3/10>

Records relating to telephone, radio transmission, pager and other communications systems managed by the municipality.

A. Call Detail and Telephone Usage Records

Records of outgoing calls.

Retention: 1 year + current, or until system capacity is exceeded

B. Cell Phone Reports

See 5.10, Accounts Payable Records.

C. Communications Sites Records

Records of sites used for installation of communications system infrastructure such as communications towers.

Retention: Until site is no longer under municipal jurisdiction or no longer serves a communications system purpose

D. Licenses – Communications Systems

Licenses issued by the Federal Communications Commission (FCC) or other agencies for television or radio system and other communication system operations of the municipality, and supporting documentation.

Retention: 1 year after expiration of license

E. System Management Records – Communications Systems

Relating to creation, modification and disposition of communications systems, including: acquisition and installation records, equipment records, FCC records, maintenance contracts (copies), repair order forms, service orders, system planning records and other management records.

Retention: Life of system + 1 year

F. User Data – Communications Systems

Includes the following types of electronic data: cap codes, electronic records of users, extension and pager numbers, service providers, VOIP user records and other user information.

Retention: Until superseded

G. Voice Mail Messages (Sound Files)

See 9-5.40, *Electronic Records in General*.

9-5.20 COMPUTER SYSTEM RECORDS <Added 3/10>

Records pertaining to the installation and operation of computer systems and software used by the municipality.

A. Access Control and Security Records

Records required in order to establish and maintain computer security, including: access requests, authorizations, encryption keys, journals, password documentation, reports, system access logs and other access control records.

1. System Access Logs

Retention: 6 months

2. All Other Access Control/Security Records

Retention: Delete when no longer administratively useful

B. Computer Audit Reports

Completed to determine compliance with municipal policies relating to software and electronic records management.

Retention: Until subsequent audit is completed

C. Computer Backup Records**1. Computer Backup Documentation**

Documentation related to how and when regular computer records backups are completed.

Retention: 1 year after superseded or obsolete

2. Computer Contingency Backups

Records recorded on electronic media consisting of copies of programs or instructions necessary to retrieve copied information and data identical in physical format to a master file or database and retained in case the master file or database is damaged or inadvertently erased.

Retention: Retain off-site until replaced or superseded

D. Computer Hardware and Software Documentation

Written documentation necessary to operate computer equipment or programs and to access or retrieve stored information or data. Documentation may be in paper or electronic formats and may include: application bluebooks, flowcharts, hardware specifications, maintenance requirements, operation and user manuals, system change records, license agreements (copies), “gold” copies of software, records of rights to use customized software, source codes and other similar documentation.

Retention: Until computer equipment or software is no longer used or needed to retrieve or store data

E. Computer System Maintenance Records

Documentation of maintenance of municipal computer systems and components needed to ensure compliance with warranties or service contracts, schedule regular maintenance and diagnose system or component problems. Includes: component maintenance records, computer equipment inventories, failure logs, hardware performance reports, invoices (copies), maintenance contracts (copies), warranties and other maintenance records

Retention: Life of system or component + 1 year

F. Computer System Program Records

Documentation pertaining to development, installation, modification, troubleshooting, operation and removal of software from municipal computer systems; records required to plan, develop, operate, maintain and use electronic records; and technical specifications, file specifications, code books, record layouts, flow charts, job control language, operating instructions, user guides, system overviews, output specifications, migration plans and other records pertaining to systems operations.

Retention: Until superseded or no longer needed to retrieve or read data and information that is stored electronically

G. Computer System Test Records

Electronic files or reports created in the monitoring and testing of system quality and performance, as well as related documents for the electronic files/records.

Retention: Delete or destroy when no longer administratively useful

H. Electronic Mail

See 9-5.40, *Electronic Records in General*.

I. Information Technology Asset Inventories

Listings of enterprise-wide computer assets.

Retention: Until superseded

J. Network and Fiber Optics Records

Documentation of the wiring of the municipality's computer network system, including blueprints, diagrams and drawings of layout and installations of fiber optics, computer networks, cables, computer equipment connections and similar documentation.

Retention: Until superseded

K. System Usage Records

Electronic files created to monitor system usage, including log-in files, audit trail files, cost-back files used to assess charges for system use, system-created or vendor-originated logs documenting various aspects of information technology systems operations.

Retention: 3 years + current

9-5.30 DISASTER PREPAREDNESS AND RECOVERY PLANS – IT <Added 3/10>

Documents the protection and reestablishment of data processing services and equipment in case of a disaster; includes: checklists, emergency contact information and procedures.

Retention: Until superseded by revised plan

9-5.40 ELECTRONIC RECORDS IN GENERAL <Added 3/10>

Computer-generated and -maintained records and associated metadata in electronic formats retained for recordkeeping purposes, including the following examples: digital recordings – audio and video; e-mail messages and attachments; imaged records; databases and spreadsheets; word processing files; recorded videoconferences; digital photographs; geographic information systems datasets; and other records retained in electronic format. See also 16.155, *Security Records*.

A. Electronic Records (Copies) Retained Solely for Convenience

Retention: Until no longer needed, provided that the definitive copy of the record is retained for the applicable retention period

B. Electronic Records Retained for Recordkeeping Purposes

Retention: Based on content, retain for the retention period for the specific type of record; i.e., electronic records have the same retention periods as paper or microfilm records with the same content

9-5.50 GEOGRAPHIC INFORMATION SYSTEMS RECORDS <Added 3/10>

See 9-5.20, *Computer System Records*; and 9-5.40, *Electronic Records in General*.

9-5.60 PROJECT RECORDS – INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS

Project records relating to the planning, development, design, selection, acquisition, installation, modification, conversion, upgrade and replacement of communications, computer and information systems technology; project files may include: analyses, assessments, evaluations, reports and studies; copies of contracts, proposals, invoices, project bonds, purchase orders and vendor literature; correspondence and project notes; project charters, plans, planning and development records, project team and vendor meeting records; user requirements, specifications, drawings, standards, architecture and design; quality assurance testing reports, statistics and coverage requirements; issues logs; and other project records and documentation.

A. Implemented Systems

Retention: 6 years + current after replacement of the information system or communications infrastructure; except, prior to destruction, evaluate for continuing legal, administrative or historical value

B. Systems not Implemented

Retention: 3 years + current

9-5.70 TELEVISION SYSTEM RECORDS – MUNICIPALLY OPERATED <Added 3/10>**A. Licenses to Operate**

See 9-5.10.D, *Licenses, Communications Systems*.

B. Programming Records

Scheduling and programming records relating to the content of a municipally operated television system.

Retention: 1 year + current, then retain until no longer needed for reference

C. Television System Records

Records relating to the operation and maintenance of the municipal television system.

Retention: Life of system + 1 year

9-5.80 WEBSITE AND INTRANET RECORDS <Added 3/10>

A group of World Wide Web or internal web pages usually containing hyperlinks to each other and made available online by the municipality for responding to public inquiries and providing information about the municipality.

A. Access Reports – Web Pages

Reports tracking hits to the municipality's website or intranet.

Retention: 1 year + current

B. Development and Evolution Records – Web Pages

Documentation of development and changes to the municipality's website or intranet web pages.

Retention: Web pages and related scripts – Internet and extranet – home pages and indexes: retain superseded pages for 10 years; informational only, 2 years. Intranet web pages designed for internal access to information: delete when no longer useful

C. Page Design Records – Web Pages

Style guide for web page design.

Retention: Until superseded or until no longer needed for reference

D. Use Tracking Logs – Website and Intranet

Electronic logs (such as Websense) for tracking websites visited by internal sources.

Retention: 1 year + current